

FIG. 1

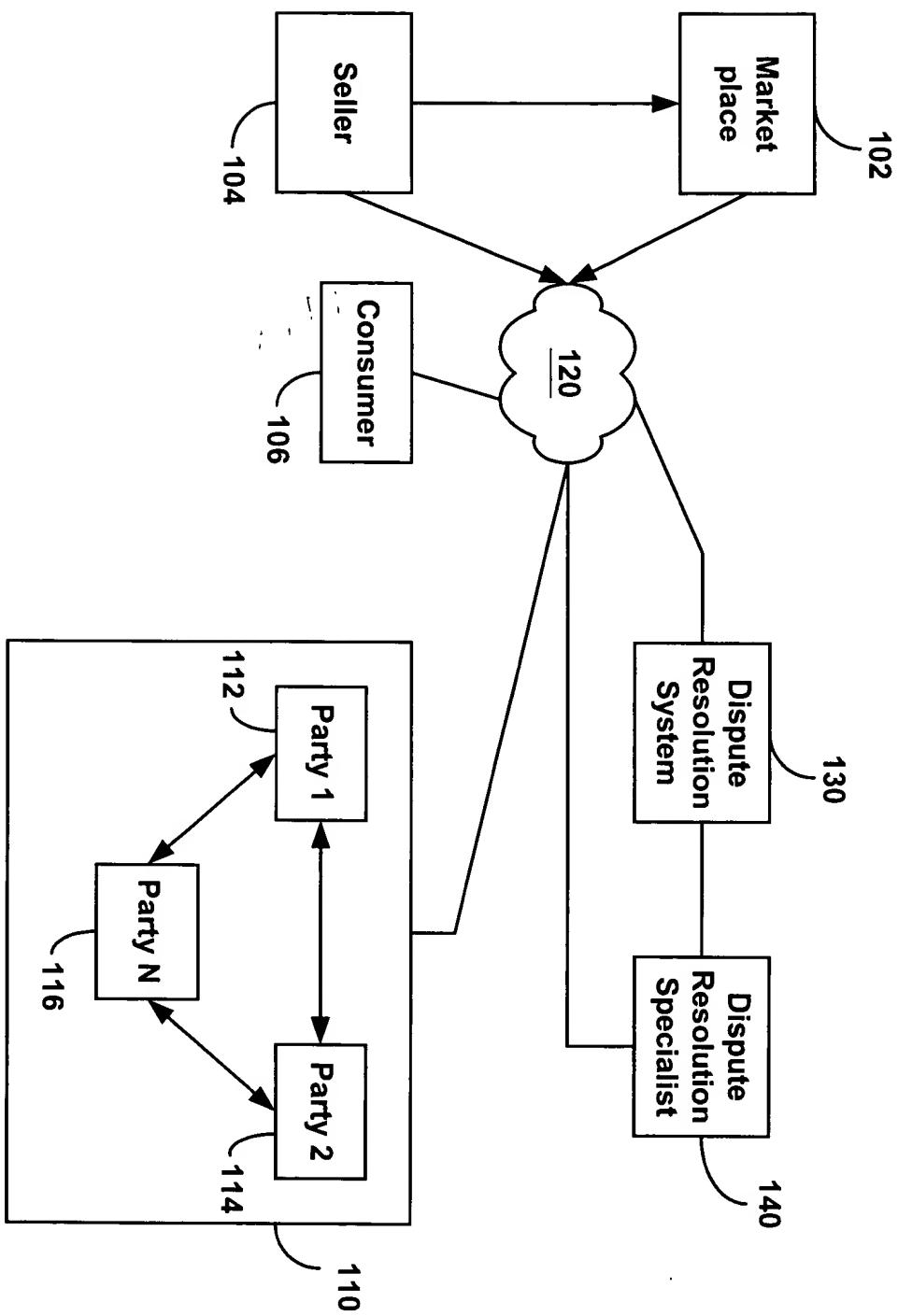
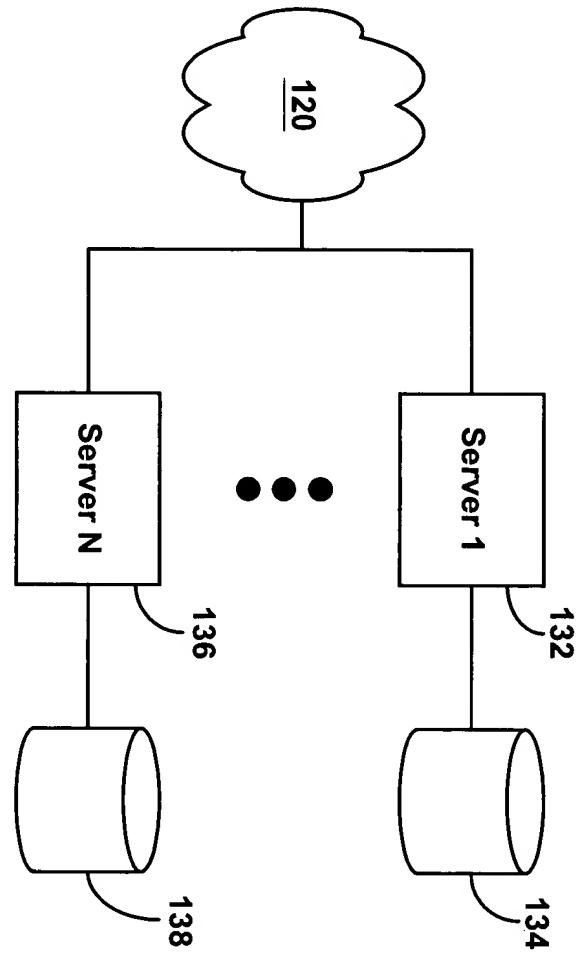


FIG. 2A



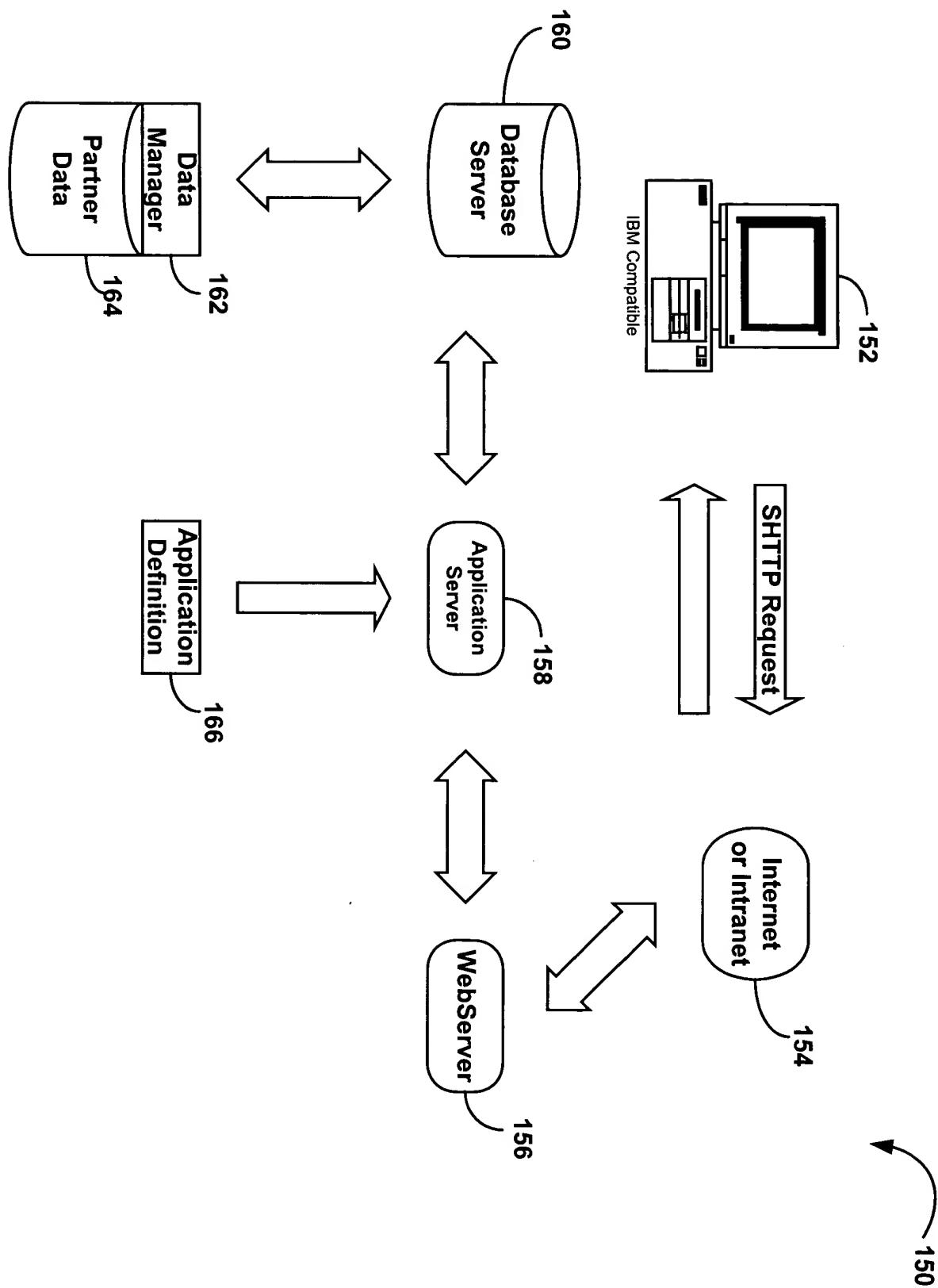


FIG. 2B

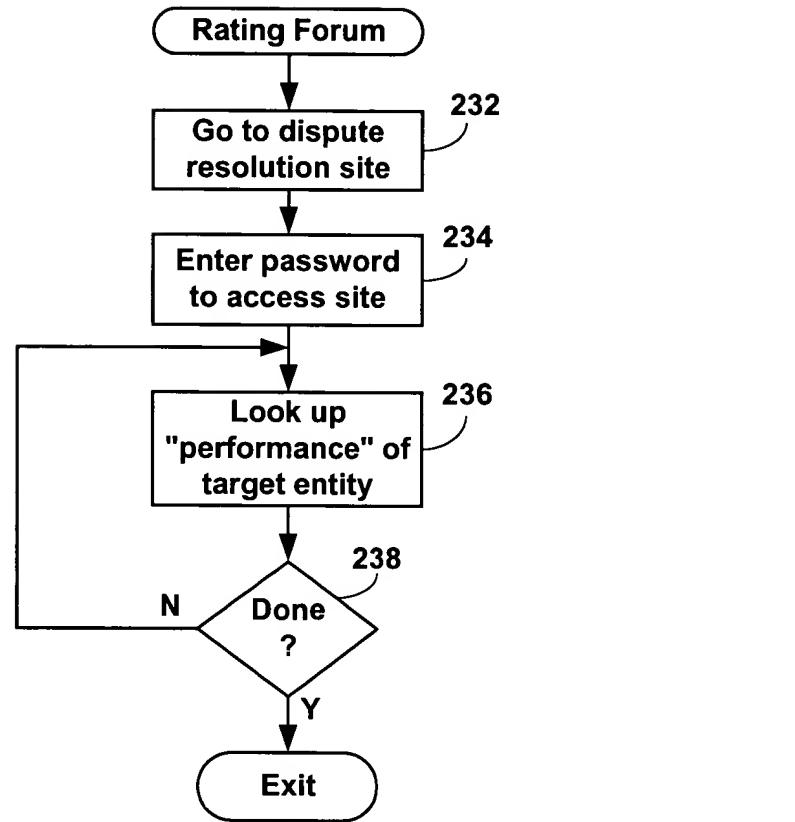


FIG. 3

SELLER REQUESTS COVERAGE - Story Board

12-17-99

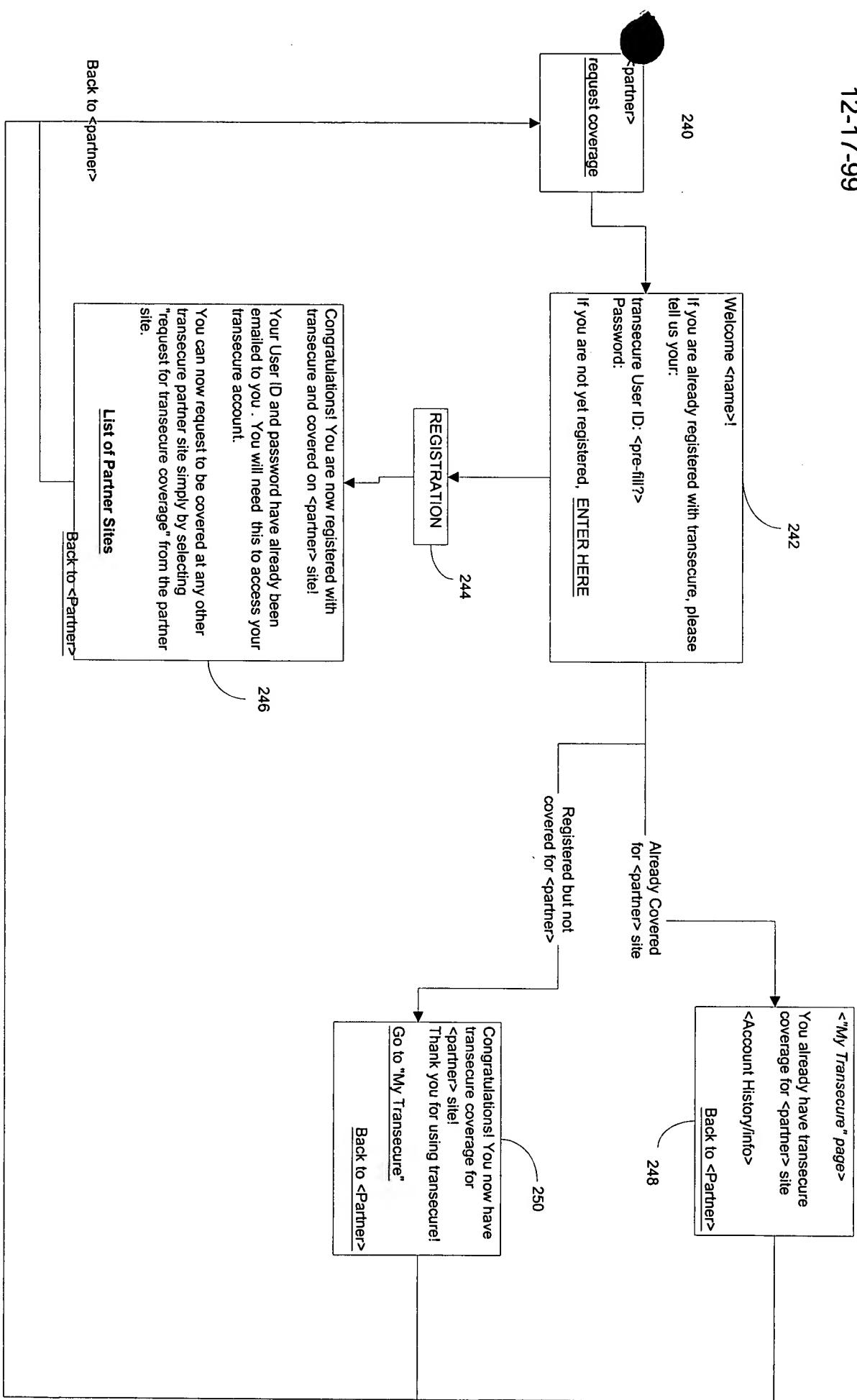


FIG. 4

BUYER REGISTRATION - Story Board

12-17-99

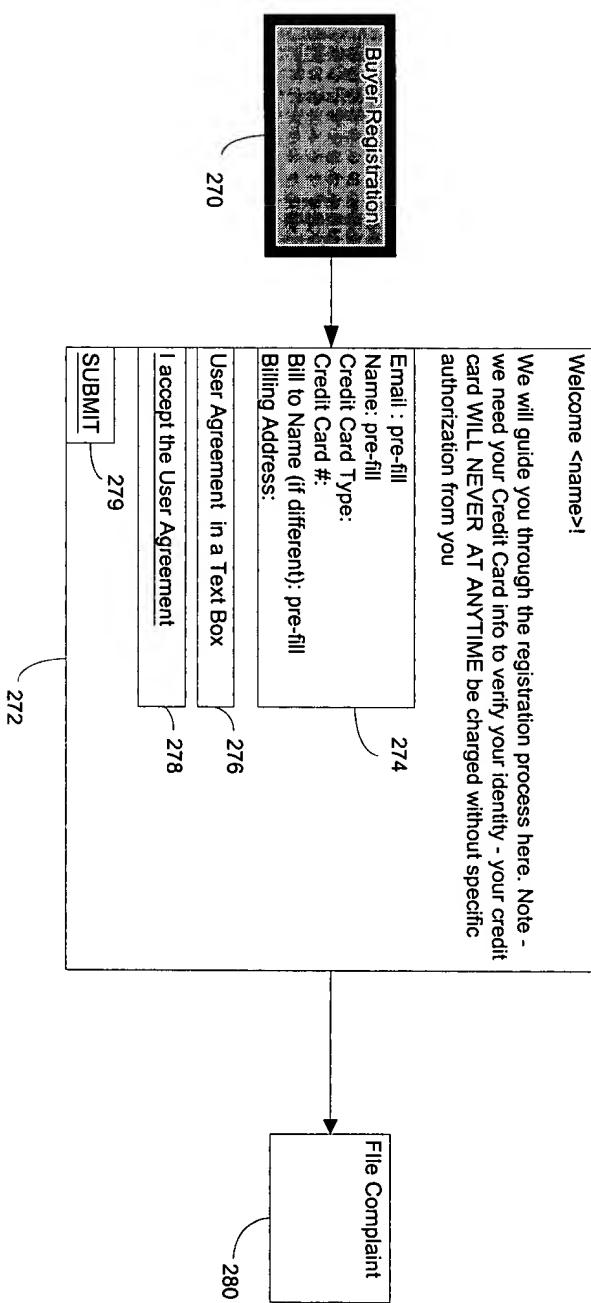
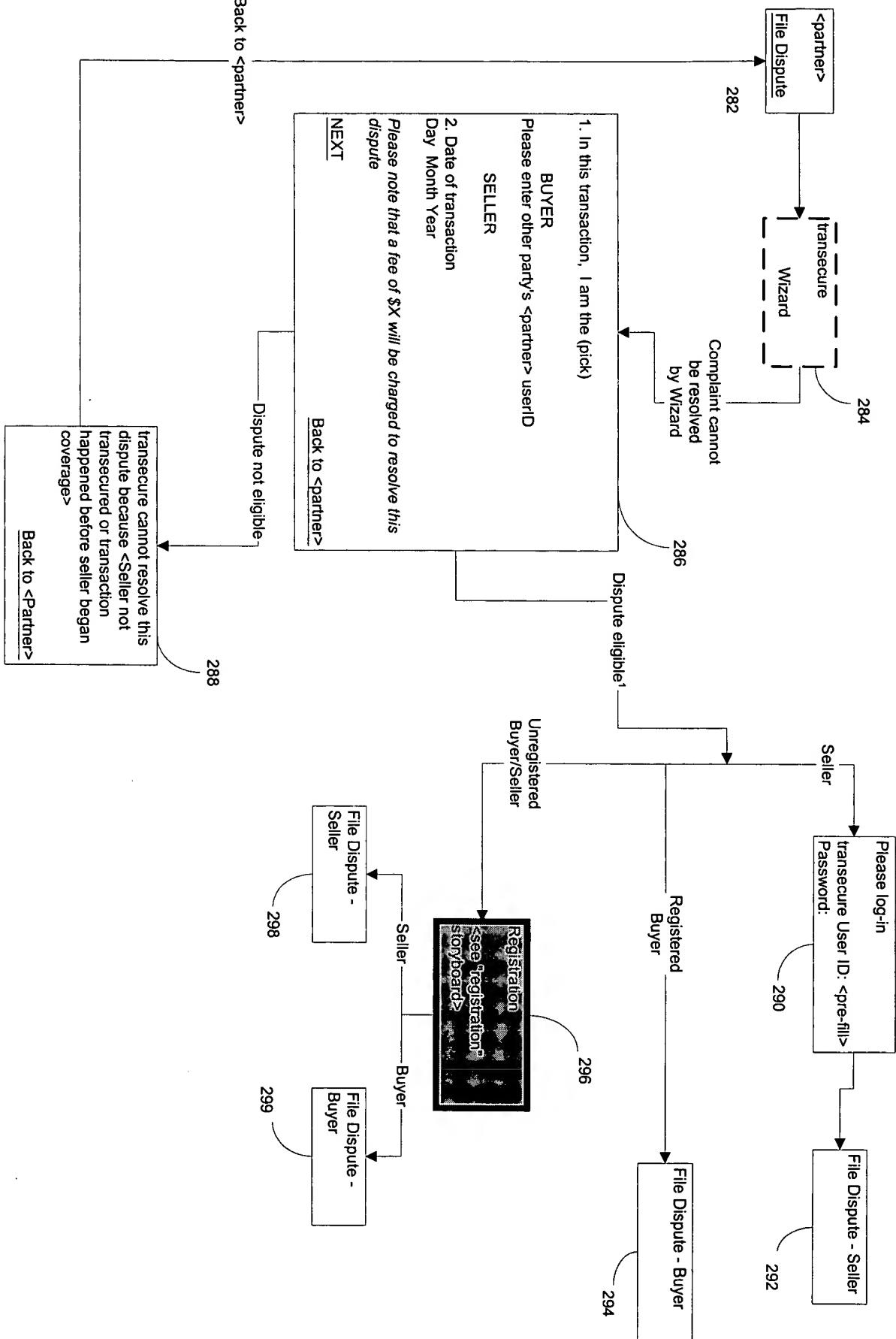


FIG. 5

Complaint Filing Pre-Screen - Storyboard

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[-]

Functionality to be implemented in V2.0

1 Dispute eligible if seller registered with transecure and transaction occurred after seller began coverage

ADR Case Lifecycle

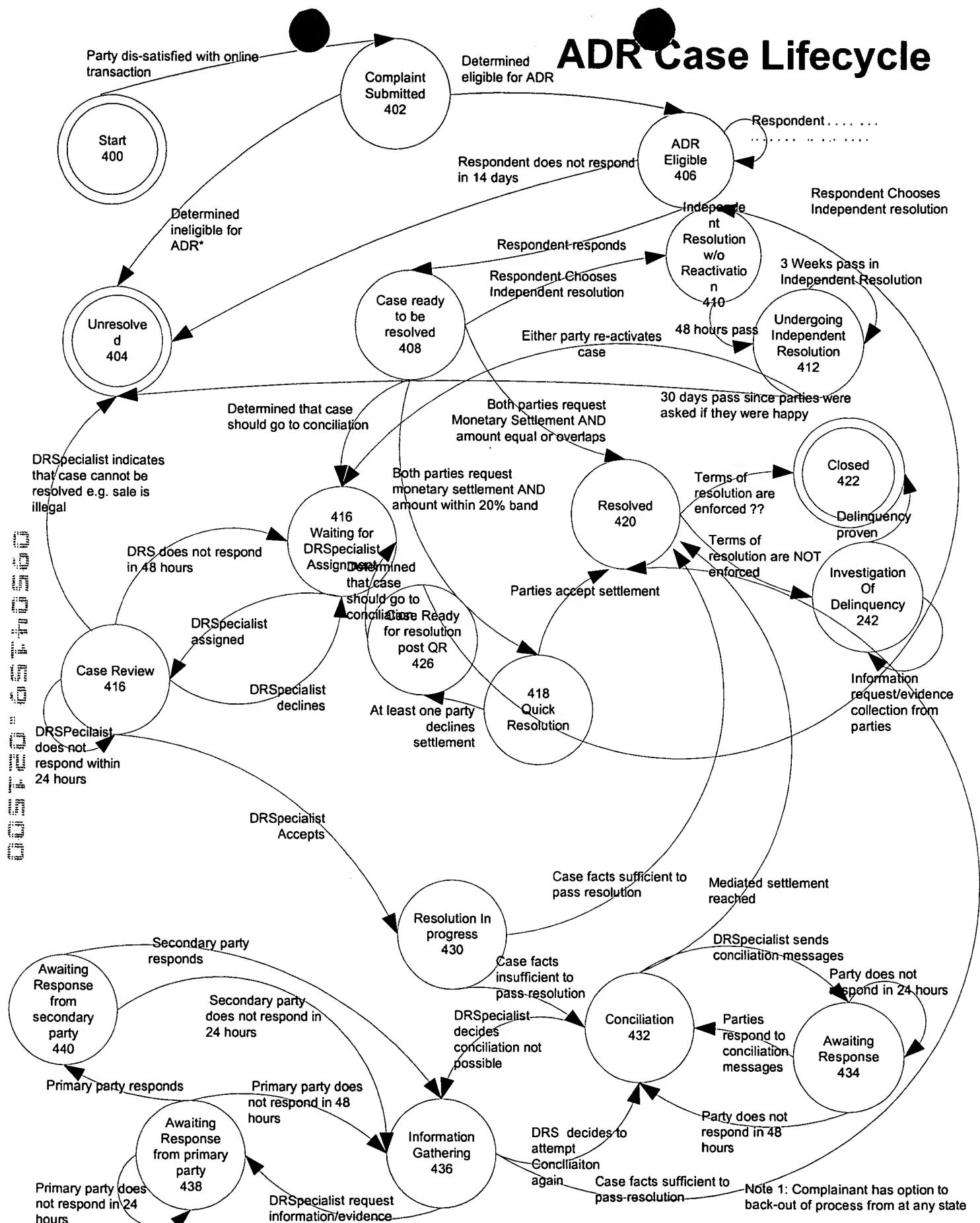


FIG. 7

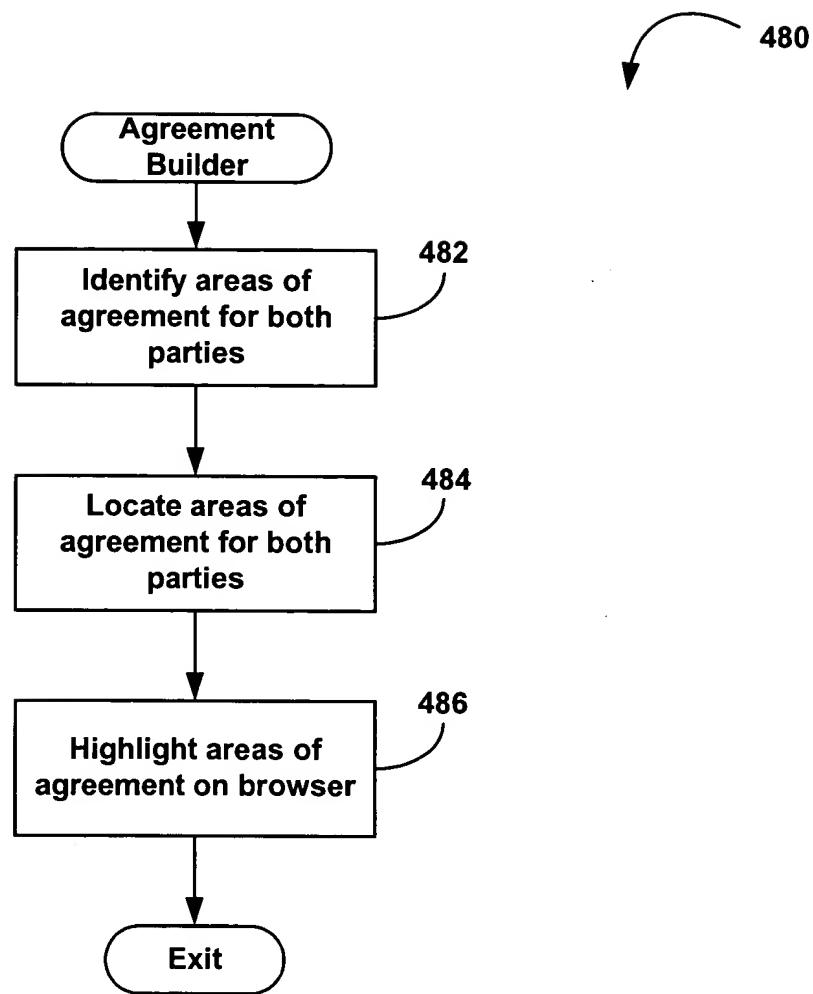


FIG. 8

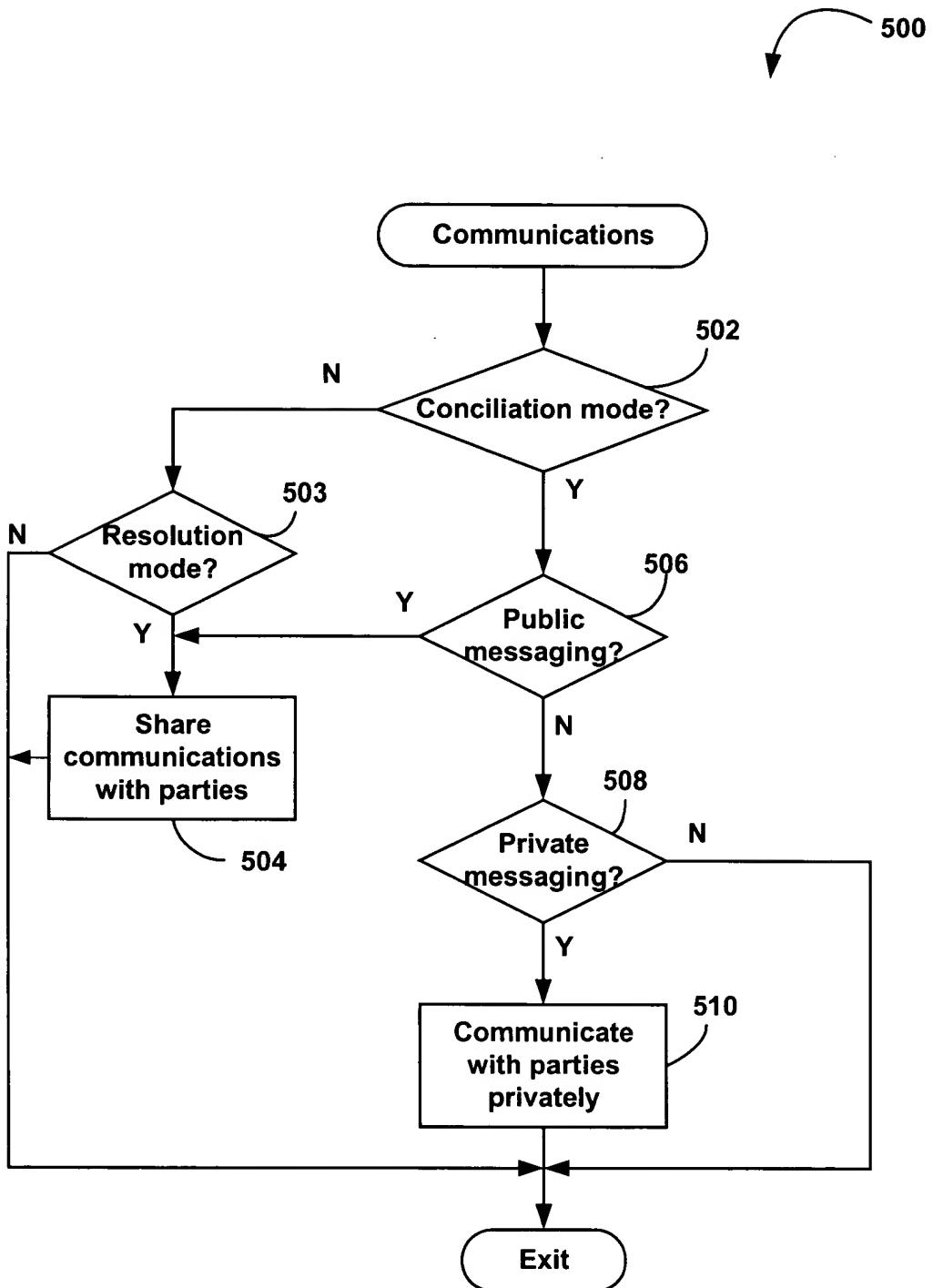


FIG. 9

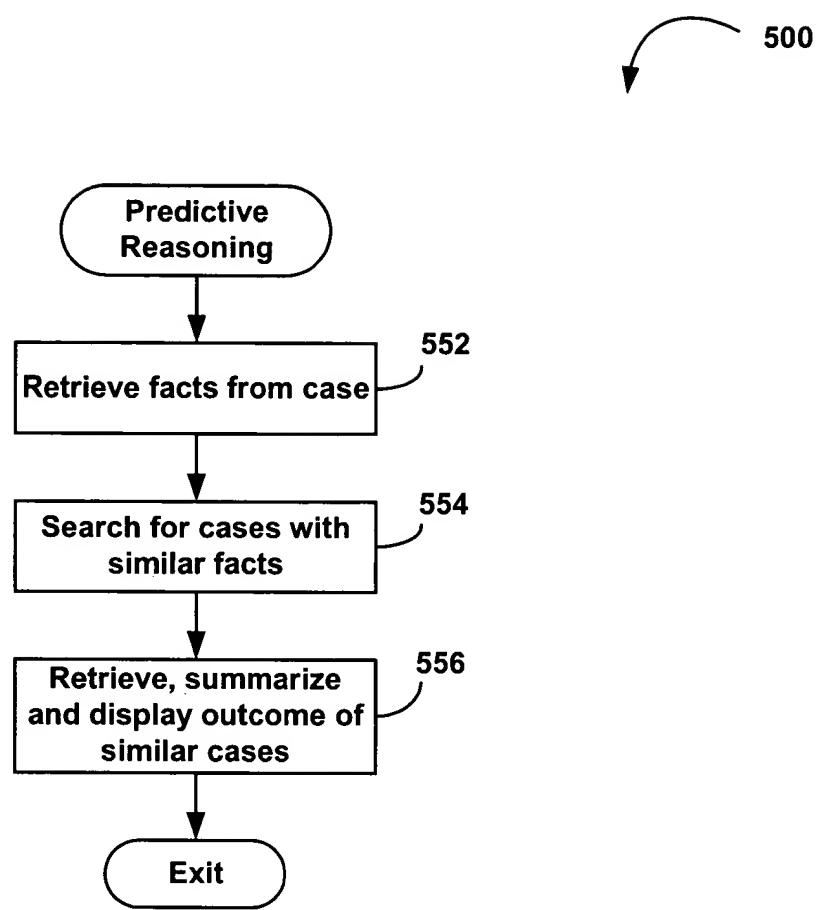


FIG. 10

600

REMOVABLE
DISK DRIVE

692

I/O
INTERFACE

DISPLAY

MOUSE

KEYBOARD

690

680

670

660

I/O BUS

I/O
CONTROLLER

630

PROCESSOR

610

CPU BUS

628

RAM

620

ROM

622

FIG. 11